

Position Profile
Electoral Operations Officer, Training and Field
Elections Saskatchewan
November 2022

Background

Elections Saskatchewan is an independent, non-partisan agency of the Legislative Assembly charged with the mandate of directing and supervising the administrative and financial conduct of provincial electoral events.

The election cycle is a four-year cycle which involves planning (years one and two), organizing (year three) and delivery and implementation (year four) of a general election. During this period the volume and breadth of the workload fluctuates as does the number of staff.

Position Summary

Reporting to and under the direction of the Executive Director of Electoral Operations (EDO), with functional responsibility to the Director of Electoral Operations, the Electoral Operations Officer, Training and Field (EOOTF) is responsible for the development, implementation and management of electoral operation processes, documents, practices, training, and training materials. The includes readiness for general elections and other on-demand electoral events, i.e., by-elections.

The position serves as a Subject Matter Expert on projects related to processes/training, including modernization initiatives.

The position supports and ensures consistency of training initiatives across the organization.

The Officer works with the EDO and the Director of Electoral Operations (DEO) throughout the election cycle to transition into a leadership/supervisory role in the latter years of the cycle.

Key Responsibilities

Leadership and Management:

- Provides leadership on design and implementation of processes and training.
- Serves as a Subject Matter Expert on projects and initiatives.
- Leads the implementation of (or parts of) new initiatives related to responsibilities.
- Oversees the collection and storage of information assets.

- Ensures consistency of training across the organization, i.e., voter education, political stakeholders, business managers, etc.
- Oversees/supervises others and the work of others during specific periods of the election cycle. Coaches others to assist them in the developing their skills and abilities.
- Participates in the recruitment of staff as required.
- Contributes to the performance evaluation of Supervisory Returning Officers, Returning Officers and core returning office staff as well as the evaluation of the overall electoral training process by providing insight, input, and fact-based recommendations to the DEO regarding strengths and areas for improvement. Recommendations are based on day-to-day direct supervision and observation of performance of field operational activities and achievements.
- Works with the DEO to define and engage resources on a term or contract basis or engages other service lines within Elections Saskatchewan.

Training, Process Development and Projects:

- Develops, designs, and implements processes and training for election workers (general election and on-demand electoral events), using various instructional techniques and modes of instruction.
- Serves as liaison between returning office core field staff and Head Office, providing advanced level instruction and technical assistance to facilitate effective communication, enhance service planning, and to provide solutions for returning officer needs and queries, responding directly or consulting with and/or escalating complex and sensitive issues to the DEO for resolution on an ongoing and timely basis.
- Leads the planning, implementation and coordination of electoral readiness projects and activities and the training of core returning office field staff. Monitors progress and evaluates Returning Officer field projects for completeness and ensures projects are performing to expectations.

Data Management and Analysis:

- Compiles information/data and maintains records for the DEO to inform the ongoing strategic and tactical planning and development of electoral processes through lessons learned.
- Manages and screens (EO) content for inclusion in the Elections Saskatchewan intranet and SharePoint sites.
- Gathers, compiles, and analyzes data to support decision-making processes.

Documentation and Information Asset Management:

- Provides critical electoral operations support through the effective management and tracking of electronic and manual publications, forms control and secure storage; and through coordination of source development and revision control for production of all operational forms, guidebooks, handbooks, manuals, pamphlets, etc., including print media and electronic information distribution.
- Maintains Election Saskatchewan's information assets by providing editorial and documentation support and control to ensure that all operational procedures and policies are thoroughly developed and clearly and precisely documented, ensuring alignment with requirements of *The Election Act, 1996*. Uses the organization's intranet to house these information assets.
- Improves the way key knowledge and information about the electoral process are organized and shared by developing effective processes and mechanisms that assure the efficient accumulation, integration, accessibility and availability of documented elections know-how and lessons learned, ensuring historical changes in all areas of elections processes are appropriately documented for future reference and decision-making.
- Manages the development of content, design, revision, and production of forms, event manuals, kits, brochures, and related materials to support events, including training events for election officials. Ensures the delivery of the materials to the user. This involves working with others across the organization for their contribution into content for the materials.

Evaluation/Compliance:

- Provides input from an electoral operations perspective to the EDO, who is the principal business owner and subject matter authority in working with IT staff in their provision of information technology services used in electoral operations and in managing a Register of Electors database.
- Assists the DEO with ensuring compliance of electoral operations related amendments to *The Election Act, 1996*.
- Identifies, reviews, and analyzes administrative and operational processes/policies for potential changes. Implements any related changes once approved.
- Participates in legislative reviews. Identifies and analyzes opportunities/challenges for procedural improvement/modernization and makes recommendations to the DEO for adoption and implementation at the appropriate time in the electoral cycle.
- Participates and/or leads the debriefing/evaluation of election events/processes and other initiatives.

Administration:

- Within approval structure, approves timecards, expenditures, employee leaves, etc.
- Emails, meeting attendance, organizing events, participating in interviews, etc.

Other:

- Other duties as may be assigned.
- As a member of the Electoral Operations team, provides support for initiatives and assists the EDO in ensuring the work of Officer(s) and Consultants aligns with organization goals and direction.

Required Education, Knowledge, Qualifications and Experience

Completion of post-secondary training degree with some focus on adult education principles and theory or related discipline supplemented by significant related experience working with adult learners and in creating and delivering training workshops.

To be successful in this position, the incumbent is required to have:

- Advanced knowledge of adult education principles and practice and their application.
- Understanding of pedagogy, instructional design and delivery methods and the development of training using these methods, including instructional design for online training.
- Knowledge of relevant legislation, process design, and election processes.
- Ability to work in databases, spreadsheets, word processing, and email computer programs, as well as working in platforms for managing documents in networks for information sharing.
- The ability to meet strict deadlines.

It is desirable that the person fulfilling this position have:

- A working knowledge of Election Saskatchewan's legal mandate, organizational structure, administrative policies, systems, and procedures as well as related government operational policies and practices.
- The ability to adjust to change and expanded work hours and an increasing workload.

Key Competencies

Accountability – being accountable for areas of responsibility and holding others accountable for their work. Ability to work as a member of a team.

Analysis – analysis of information/data to prepare content for documents and evaluation of processes, legislation, and training.

Collaboration – involve stakeholders, build partnership, provides input, and takes the views of others into account before making decisions and recommendations.

Communication – written - for the writing of clear and concise processes and training materials, and detailed communication with others. Development of training using various instructional techniques and modes of delivery. For the conveyance of information to others in an understandable, clear manner; communication style may require adjustment depending on the audience. Delivery of training using various instructional techniques and modes of delivery.

Communication – oral – to work as a member of a team, to establish and maintain working relationships with internal and external stakeholders. Having critical conversations and addressing complex issues.

Decision-making – ability to make decisions around processes, training, recommendations, based on analysis of information, legislation, and the impact on election process/legislation.

Flexibility/Adaptability – to work in an environment where change is common, priorities shift, and workload increases.

Innovation – to seek new ways to approach work and issues; supports others in their ideas.

Interpersonal skills – to work as a member of a team, liaising, listening and to develop and maintain working relationships.

Leadership – to share expertise on areas of responsibility and to lead others to follow direction. Lead specific initiatives, i.e., training by working with others and providing expertise.

Organization/Planning – ability to prepare documents and training in a timely manner and plan for the implementation of these and other initiatives.

Problem-solving – to anticipate issues, defining the issue, evaluating options for addressing the issue, and implementing the action; escalating issues as required.

Process design and management – to develop and implement processes and ensure alignment with organizational goals and direction.

Supervision – to set goals with staff members, coach staff, supervise, and removing barriers. Following human resource practices, policies, and procedures, including the performance management system.

Technology – for the use of technology in training, communicating with others, and for the storage of informational assets.

Adherence to Organizational Values

Elections Saskatchewan knows that election management impacts everyone in the province and that it plays an integral role in ensuring the integrity of democratic processes within the province. It is the responsibility of Elections Saskatchewan, and everyone who works at Elections Saskatchewan, to contribute to this larger vision through their work and their actions, both personal and professional.

Elections Saskatchewan, and everyone who works at Elections Saskatchewan, must espouse the following values:

- Professionalism – We demand the highest standards in our performance.
- Impartiality – We are objective, fair and non-partisan.
- Innovation – We seek solutions that will propel us toward electoral modernization.
- Service – We go above and beyond to meet the needs of our stakeholders and the legislative requirements of election management.
- Accountability – We earn the trust of the people of Saskatchewan through commitment to legislation, best practices, and standards in election management.

Adherence to Policy

Elections Saskatchewan, and everyone who works at Elections Saskatchewan, must adhere to the policies, procedures, and guidelines of Elections Saskatchewan, as well as relevant legislation, public health orders, or any other applicable employment related guidelines.